Borrower Number and PIN Information

Borrower Numbers
Your borrower number is the number printed on your library card including all numbers and in some cases letters. If you hold a University of Worcester ID card your borrower number is your student number including the card issue number. Public computers and some of our online subscription sites require you to enter your borrower number to log in. We now stock library cards together with an additional mini key fob card so you need never be without your borrower card and number. These cards also work on self-service machines. It's important you use your own borrower number/card as you are responsible for all items and charges on your account.

PINs
Personal Identification Numbers (PIN) have been introduced to give additional security to customer accounts and computer use. This will help prevent unauthorised use of your borrower number and the potential for other persons to use your account to use library computers illegally and to run up charges on your account. Also by securing your account now we can improve online functionality and tailor services to meet individual needs.

Your PIN
Your initial PIN will be a four digit number and will be the numbers of your birth day and month if a member of staff creates a new account or resets your PIN.
Example: DOB 1st April 2012
PIN 0104

If you have followed the guidance and are still unable to log on it may be that we do not have a date of birth registered on your account, and therefore a random PIN will have been generated on your behalf. If you cannot gain access then speak to a member of staff either in branch or by telephoning Libraries & Learning at the Worcestershire Hub on 01905 822722 between Mon - Fri: 8:00am – 6:00pm, Sat: 9:00am – 1:00pm. You will be asked to provide some personal details to identify you on the system and your PIN will be reset to your DOB. Please be aware this service may not be available outside normal telephone opening hours.

PIN Use
PINs are required for access to your online library account at https://prism.talis.com/worcs/login and also to log in to a public computer.

PIN Change
Log in to your account from links on the Libraries & Learning website or directly from here: https://prism.talis.com/worcs/login, select the 'Change PIN' tab, confirm your existing PIN and enter a new PIN.

PIN Reset
If you have changed your PIN but cannot gain access then speak to a member of staff either in branch or by telephoning Libraries & Learning at the Hub on 01905 822722 Monday - Friday 8.00 am - 6.00 pm, Saturday 9.00 am - 1.00 pm. You will be asked to provide some personal details to identify you on the system and your PIN will be reset to your DOB. Please be aware this service may not be available outside normal telephone opening hours. A self-service online PIN reset service will be available soon.

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